

**INDIAN HEALTH SERVICE
INFORMATION SYTEMS COORDINATORS COMMITTEE**

**Monthly Conference Call
August 10, 2004**

Attendees by Location:

Aberdeen Area: None
Alaska Area: Ray Martin and Richard Hall
Albuquerque Area: Joe Lucero
Bemidji Area: Alan Fogarty
Billings Area: None
California Area: Steve Lopez and Jan Bergemann
Nashville Area: None
Navajo Area: Tony Davis and Larry Johnson
Oklahoma Area: Kevin Rogers
Phoenix Area: Lee Stern
Portland Area: Jon Hubbard
Tucson Area: Dennis Mattix
Division of Engineering Services: Val Calder
California Rural Indian Health Board: Wayne Isaacs

Division of Information Resources (DIR):

Information Technology Support Center (ITSC): Tom Fisher and Sam Berry
Chief Information Officer's Staff: Keith Longie and Christy Tayrien

Welcome and Introductions

The meeting began at approximately 11:07 A.M. Mountain Daylight Time. Wesley Old Coyote, ISC Committee Chair, was not available to participate in the meeting due to his workload and travel schedule. Tony Davis, Navajo Area Information Systems Coordinator (ISC) volunteered to chair the meeting on behalf of Wes Old Coyote. Tony welcomed attendees, asked Christy Tayrien, CIO staff, to conduct a roll call of persons participating on the call, and facilitated discussion on the following items:

ISC Meeting(s) at the Information Technology (IT) Conference.

Tony asked if the ISCs were interested in having ISC workgroup breakouts or one ISC meeting during the Indian Health Service (IHS) IT Conference August 23-27. Val Calder said there was a dinner that he'd seen referenced on the conference website on Tuesday evening, other than that, there was nothing on the rest of the evenings. The ISCs agreed to a meeting on Wednesday from 5:00-7:00 P.M. Tony said he would get in touch with Jackie Atavich, ITSC Conference Planning Team, and get a room reserved. Val said the ISC Help Desk Workgroup, chaired by LeAnn Christianson, was planning to meet during the IT Conference. The ISCs agreed that the other ISC workgroups including the Telecommunications Network Support, chaired by Steve Lopez, and the Active Directory (AD) workgroup, chaired by Matt Parkinson, should plan to meet during the IT Conference.

Action Items:

1. *The ISC Meeting will be held during the IT Conference on Wednesday, August 25, 2004, from 5:00P.M.-7:00 P.M.*
2. *the three ISC Workgroup Chairs are asked to schedule meetings to be held during the IT Conference. Meeting times and dates will be determined by the workgroups.*
3. *Tony asked the ISCs to send all agenda items to him, Wes and Christy for the meeting so an agenda can be finalized.*

ISC Recommendation for IHS IT Conference to be Held during the Winter/Spring and not at the End of the Fiscal Year

Tony shared Wes Old Coyote's recommendation for the IHS IT conference to be held earlier in the fiscal year in the future. Keith Longie gave some background on why it was scheduled so late this year and pointed out the continuing resolution that IHS had to operate under for so long this year, and the travel approvals within and outside the IHS as a consistent problem. He said the DIR can try to schedule the conference and work on approvals earlier next year. Christy and Keith told the ISCs nothing prevents us from putting our request in early for the conference, although it may take longer given situations outside our control such as the continuing resolution. Val recommended picking a date at the ISC meeting at the IT Conference.

Action Item: The ISCs will pick a date for the FY 2005 IT Conference to recommend to the CIO at their August 25 meeting.

CIO Update

- **Health Insurance Portability and Accountability Act (HIPAA)**
Keith began by discussing the HIPAA security issue and that it is more than just an IT responsibility. Rob McKinney, IHS Information Systems Security Officer, has sent related documents out to Area Directors requesting action but has not received any feedback from the Areas.

Action Item: Keith asked the ISCs to check at their Areas and ensure they respond to this request.

- **ISC Workgroups**
Keith said he was happy to see the ISC workgroups making plans to meet during the conference and encouraged these groups.

Action Item: None

- **Diabetes IT Funds**
Keith has asked Howard Hays, EHR Program Manager, to put a guidance document/letter together for these funds and has asked that it be finalized prior to the IT Conference. The document will address distribution of funds, which will hopefully occur prior to the conference as well. Jon Hubbard, Portland ISC, asked why there is such a big spread/cost difference on the funding. Keith said it is based on hospital versus health center, their sizes, and the cost difference associated with each in implementing the Electronic Health Record (EHR). Rich Hall, Alaska, asked if the document had been sent out yet, and Keith said it has not.

Action Item: Keith Longie will be distributing Diabetes Funding Document to Areas prior to the IT Conference.

Selection of a New ISC Committee Chair

Wes Old Coyote asked through an e-mail prior to the conference call this morning that the ISCs select a new chair as his duties and schedule prevent him from providing the level of attention required for the ISCs. Tony asked for thoughts on what the ISCs want to do to find a replacement chair.

Action Item: The ISCs agreed to wait until their meeting in Scottsdale to select a new Chair.

AREA STATUS REPORTS

Alaska - Rich Hall and Ray Martin

Rich said that Keith Longie, IHS CIO, and Dr. Mark Carroll will be in Alaska next week for compact negotiations and planning. Ray asked the ITSC if there is a schedule on when they can get support on upgrading their AIX boxes from 4.3.3 to 5.2. Tom Fisher said to e-mail the request to him directly.

Action Item: Alaska Area ISC will e-mail Tom Fisher with AIX box update request.

Aberdeen - No Report

Billings - No Report

California - Steve Lopez and Jan Bergemann

Steve said the California Area is currently in the middle of 3 test sites testing 3 different COTS packages. The COTS vendors have been bringing in their servers and working with Area Staff to get these processes underway. Keith Longie, Terry Cullen, and Bruce Parker were recently at the Area and met with California Urban facilities. The Urban sites have big concerns about data getting to Albuquerque. Steve said it as a fruitful session. Steve stated they are awaiting their first EHR implementation and are hoping to get something accomplished by December. He said he was being optimistic on this date. Steve said he was saddened that the California Area Chief Medical Officer, Dr. Stephen Mader, suddenly passed away last week. He described Dr. Mader as a champion of the RPMS and IT in California.

Action Items: None

Albuquerque – Joe Lucero

Joe said the Albuquerque Area is going forth with the Data Warehouse project and are doing their exports. They are scheduled for AD with Dell in October and November. They have staff going out to the field to assist sites with 837 HIPAA transactions. Albuquerque is working on getting their computer security awareness training up to date. Stragglers will be cut off from access that are not in compliance. Wes Old Coyote visited their EHR sites in Santa Fe and Mescalero were visited to begin the process of getting them ready for implementation. Their sites have designated Clinical Application Coordinators but he wasn't sure who they were.

Action Items: None

Bemidji – Alan Fogarty

Alan told the ISCs to look for the Bemidji Area CIO/ISC job to be advertised in the next few weeks. They are going through Data Warehouse implementation right now and are trying to get NPIRS up to date.

Action Items: None

Portland – Jon Hubbard

Jon said the Portland Area handles FTS costs for the Area, but is interested in pushing these costs out to Tribes/sites. He would like hear how other Areas have pushed these costs out to Tribes/sites. They are doing their AD migration this month. The EHR is up and running at Warm Springs. The Portland Area is working with Puyallup now getting them ready. Jon said they are also working with the VA on VISTA. Warm Springs is really interested in this.

Action Item: Add transfer of FTS costs to Tribes/sites to ISC meeting agenda for IT Conference.

Phoenix – Lee Stern

Lee said Sacaton just started implementing EHR this past Monday and White River is still getting ready. He asked if anyone has looked at the Windows XP Service Pack and how it will affect our network and deployment of applications. The Phoenix Area is looking for a GS-12 Network Specialist with a WAN specialty.

Action Item: Add Windows XP Service Pack and how it will affect our network and deployment of applications to the ISC meeting agenda for IT Conference.

Oklahoma – Kevin Rogers

Kevin updated the ISCs on Oklahoma IT activities including the following: the Area is finishing Cache conversions; they got their AIX server upgraded at the Area office last night and are doing their Cache tonight; their primary EHR activity is occurring at Hastings Indian Hospital with a lot of work going on there and they are pretty much ready; the Oklahoma Area is using Pat Cox for CAC duties as assigned and this is taking an enormous amount of his time; they are continuing their AD migration and went to Clinton Service Unit last week to migrate their facilities; have about 4 other sites on the AD migration schedule; security is foremost, and they are trying to figure out how to deal with everything that needs to be done.

Action Items: None

Tucson – Dennis Mattix

Dennis report on EHR in the Tucson Area and said it is not progressing as they had hoped. They have not selected a CAC yet. The provider they initially selected is now the Chief of Staff and will not be able to do CAC duties now. Some of the users have gone to "Train the Trainer," and are now training staff members. Dale Armstrong has been traveling quite a bit and is now going to Fort Defiance and California where they are implementing EHR. The Tucson Area has their AD migration scheduled for September immediately following their SANS network configuration. The Tucson Area has obtained authority to cut users who have not completed their Computer Security Awareness training off the network by Friday, the same as Joe reported in Albuquerque.

Action Items: None

Division of Engineering Services (DES) – Val Calder

The DES is in middle of their AD migration right now having completed Seattle last week and are currently migrating Dallas this week. Val brought up the issue of not having any access to the controller boxes. The DES server went out last week after the AD migration while everyone was trying to do ITAS/payroll. He called the Help desk, and it took half a day to get it fixed. Val's issue was that supervisors and users had to get into ITAS, but couldn't get in there to certify timesheets. If he had access to the controller box, this could have been prevented. Lack of access created a time lag that could have been corrected locally. Val pointed out that their staff has the knowledge and expertise to correct errors on the controller box. He asked for feedback from other ISCs. They said he was not alone in being able to manage these controller boxes, but the ISCs don't know what the answer is. Tom Fisher recommended putting it on the agenda for Aug 25. Kevin said it was one of the concerns he had brought up at the ISC June meeting. He added that he understands the concept of enterprise operation, but we are not set up to operate as such in our current structure.

Action Item: Add access to controller box to ISC meeting agenda on August 25.

California Rural Indian Health Board (CRIHB) – Wayne Isaacs

Wayne reported that the California Area migrated the AD last month and he will be migrating a smaller site next week. They will be doing a CACHE migration on a larger site next week. Wayne asked for any insight on experience Phoenix has had in similar migrations. Lee referred him to Dan Wood, Phoenix Area, on collapsing issues.

Action Items: None

Navajo –Tony Davis and Larry Johnson

Tony reported that Dr. Grim and the HHS group came to the Navajo Area this past month and addressed the Navajo Nation Council and made 2 site visits. There will be a report on the IHS/HHS visit issued by the Navajo Area Office soon. Their EHR site at Tuba City is up and running, Fort Defiance is 80-75% there, and they are going to be working on Chinle next. Tony said they are looking at doing a contract with CIA and getting them on board to assist, and possibly putting another contract in place for Pharmacy issues as well. They haven't identified who will be their next EHR site after Chinle. The Navajo Area has an Area management meeting coming up this month and this will be an issue for them to decide. Today and tomorrow Navajo Area staff is meeting with GIMC and Quovadix on 837 and 278 issues. They have turned over USAC reporting to their Service Units. This used to be an Area responsibility. Wes is in the northwest working with sites up there on Headquarters IT initiatives and he will be going to Alaska next week. Tony said they are attempting to meet FISMA reporting requirements due today. The Navajo Area is having a bit of a problem in getting some sites completed on their Computer Security Awareness Training.

Action Items: None

Other Items of Interest:

Microsoft Training at ITSC

Tony talked to Karen Wade on the 2 training sessions she is coordinating on AD Windows Server Administrator and Exchange and is carrying a message to the ISCs from her.

Action Item: ISCs, please let Karen Wade know the persons designated at Areas and SU levels that will be attending the training sessions as soon as possible and follow up on any changes/cancellations with her.

EHR Implementation and Team Training at ITSC

Tony said there is also a session next week on EHR implementation and Team training. The IHS EHR Team is sponsoring this week-long training in Albuquerque.

Action Item: ISCs are asked to please contact the IHS EHR Team for more training information.

Alaska Compact Negotiations

Rich Hall asked Christy to send him a list of who will be traveling to Alaska next week. He said he didn't know Wes was coming until he heard Tony's report, but he's certainly welcome to attend.

Action Item: Christy will send Rich a list of persons scheduled to travel to Alaska as soon as possible.

ITSC Reports

Tom Fisher reported that the VBNS Network has been difficult to get working correctly at the ITSC. They are working on Cache and the AD migration and are trying to finish everything by the end of the calendar year.

Sam Berry said they are getting together the FY 04 results of negotiations and identifying FY 04 Annual Funding Agreements they still do not have. Sam will be doing a presentation at the IT conference.

Action Items: None

CMS Satellite Training

Tony brought up the issue that Ms. Rose Palmer's CMS broadcast sessions have not been attended well by Navajo sites. The Navajo Area only has 5 sites on these CMS satellites. He asked how other sites are coordinating these and how their attendance was, and pointed out that the IT staff does this for Navajo Area. Kevin hasn't formally surveyed his sites, but agrees with the observation that sessions are poorly attended.

Action Items: *None*

Wireless Technology Guidance and Action Memo

Kevin Rogers stated that they are still waiting for the correspondence on wireless technology listed as an action item in the ISC June meeting and said he really needs those documents at the Area.

Action Item: *Christy Tayrien told the ISCs she would get this document and the ISSO recommendation document completed and to the CIO for approval as soon as possible.*

ISC Website

Christy notified the ISCs that all ISC meeting presentations and minutes are available on the IHS ISC website and asked for any input on other items the ISCs would like to see on this site.

Action Item: *None*

Meeting adjourned at approximately 12:05 P.M.